



## **Late-Show and No-Show Policy**

At Thrive Pediatrics, the goal is to provide quality care in a timely manner. While it is understood that emergencies or unexpected obligations can arise, arriving late to a scheduled appointment or failing to cancel in advance may prevent another child from receiving care.

### **Late-Show Policy**

A patient who is 10 or more minutes late to their appointment may be asked to reschedule.

### **No-Show Policy**

A no-show is defined as failing to attend a scheduled appointment or not providing at least 24 hours' notice of cancellation.

#### ***New Patients:***

If a new patient fails to attend *two* scheduled appointments in a row without appropriate notice within a rolling 12-month period, this may result in discharge from the practice.

#### ***Established Patients:***

If an established patient accumulates *two* no-shows within a rolling 12-month period, a warning letter will be issued. Any further no-shows may result in discharge from the practice. This could result in one family member being discharged due to multiple no shows.

#### ***Back-to-Back Sibling Appointments:***

If back-to-back appointments are scheduled for siblings and both are missed without adequate notice, each missed appointment will be recorded as a separate no-show. Repeated occurrences may affect our ability to offer coordinated scheduling for siblings in the future.

We appreciate your understanding and cooperation in helping us maintain a high standard of care for all our patients.